Chapter 7—Filing Claims

Your claim is your actual participation report submitted for the purpose of receiving reimbursement for CACFP. We reimburse claims depending on the availability of federal funds.

Sponsors submit claims electronically on the CNPweb®, the State Agency's secure Internet based system. All sponsors are given a User Name and Password to access the electronic claims system. Entering your User Name and Password serves the same purpose and has the same legal effect as signing your name on your claim for reimbursement. It is important that you restrict access to your User Name and Password to only those individuals to whom you have delegated authority to sign claims on your behalf.

To be eligible for reimbursement, you must ensure that claims for reimbursement are received (electronic claims) by IDOE *__no later than 60 days__* after the last day of the claim month.

It may be a good idea to have a back-up person designated to submit claims. Doing so could lessen your chance of submitting a late claim that may be denied for payment.

Late Claims

Claims that are submitted after the 60-day deadline are considered late claims and will not be paid unless:

- you submit a written request for payment of a claim submitted late with justification explaining why the claim was submitted late (good cause); and
- IDOE and USDA determine that the claim was submitted late due to good cause beyond your control.

Examples of **good cause beyond your control** include, but are not limited, to:

- an act of nature such as a tornado, flood, or fire; or
- a life-threatening injury or illness to the person responsible for submitting the claim.

Examples of reasons that would **NOT** be considered good cause beyond the control of the sponsor because an alternative would be available include:

- absence of personnel on the 60th day, for reasons other than a life-threatening injury or illness;
- faxing the claim, but not calling IDOE to confirm receipt, and the State Agency has no record of receiving the claim;
- Internet (CNPweb®) system is unavailable for electronic filing; or
- a malfunction of power or equipment at your facility.

If a claim is received later than 60 days after the last day of the claim month, we will evaluate the written justification explaining why the claim was late and take one of the following actions:

- If we agree that good cause exists, we will forward the claim to USDA. USDA will determine if the claim will be paid.
- If we do not agree that good cause exists, we will deny the claim and we will not forward the claim to USDA and you will be required to submit an approvable corrective action plan explaining how you will prevent future late claims.

You cannot appeal the non-payment of a claim by USDA. However, you may appeal our refusal to submit your denied claim to USDA for consideration of payment.

If USDA or IDOE deny payment, you may elect to take the "one-time" exception. If you do elect to take the "one-time" exception, you must request to do so in writing. The "one-time" exception can only be used once within a 36-month time period. Any subsequent requests from the same sponsor for the same USDA program within a 36-month time frame will not be paid.

Note: The CACFP is a single program with three components: CACFP-Day Care Homes, CACFP-Child Care Centers, and CACFP-Adult Day Care. If your organization operates the CACFP for one or any combination of these components, you are only entitled to use the "one-time" exception once during a 36-month time period.

The following page contains the directions for entering site based claims on the CNPweb®. If you have a large number of sites and would prefer to enter claims via file upload, please contact the State Agency.

INSTRUCTIONS FOR ENTERING A CACFP CLAIM ON THE *CNPweb*®.

1. **YOU MUST START AT THE SPONSOR SUMMARY.** *(Note: The normal place to be when you log onto the **CNPweb**® is the sponsor summary. If you are not at the sponsor summary, here is how to get there—On the orange bar, click on applications. This gives you the application menu. Pick sponsor summary. Now, click on the CLAIM tab. Then proceed as follows:)*

2. Select **CLAIMS** from the tab items. (This is between the Application and the Payments tab across the top of the Sponsor Summary.)

3. Click on **ADD** at the right edge of screen. (If you are a Family Day Care Sponsor and are using a file upload to enter your data, click on the icon to the left of ADD.)

4. This will take you to the *SPONSOR CLAIM ROLLUP,* click **SUBMIT** at the bottom of the page to create the sponsor claim rollup. EVERY organization will first have to add the sponsor claim rollup, whether there is only one center or several centers or homes.

5. The *SPONSOR CLAIM SUMMARY* will be displayed, showing the rates of reimbursement. At the bottom of this page, click at the **CLICK HERE** to go to the *sponsor summary*.

6. At the sponsor summary page, you will see a yellow folder with a "+" sign on it, next to the month you are entering. Click on the folder to display the center and/or provider associated with this sponsor.

   *THE CENTER AND/OR PROVIDER WILL BE LISTED WITH **ADD** AT THE RIGHT EDGE OF THE SCREEN.

7. Click on **ADD**, the site claim will be displayed with the site name and number. Enter all information for this site. And CLICK SUBMIT.

8. A **POST CONFIRMATION** will appear telling you the status of the site claim. (**ERROR** or **APPROVED**). Click on the CLICK HERE to go to the site claim listing to select another center and/or provider, if applicable. At this time you will be at the *sponsor summary claims screen*.

9.   a.   If other centers and/or providers need to be entered, repeat from the *****.
      b.   If no other center and/or provider need to be entered and the status for the claim month is pending submission, click on EDIT under action at the right edge of screen.

10. You will be at the *SPONSOR CLAIM ROLLUP* screen again. Now all the information is displayed in the appropriate columns. *When the claim is ready and you wish to submit it to the State Agency for payment, click the box (item 21).* **YOU ARE NOT FINISHED UNTIL THIS BOX IS CHECKED**.

11. Then click **SUBMIT.**

12. The *SPONSOR CLAIM SUMMARY* will appear with the amount to be reimbursed by meal and category. Click on the CLICK HERE at the bottom of the page and you will return to the *sponsor summary*.

13. Under status it will say approved and the total claim amount will be displayed.

NOTE: Institutions that have NOT BEEN APPROVED FOR CACFP PARTICIPATION will NOT be able to enter a claim.